

*****REVISED AGENDA*****
MAPLE GROVE TRANSIT COMMISSION

6:30 P.M.
November 26, 2013
Mayors Conference Room
Maple Grove Government Center

- A. Call to Order by Chair / Introductions
- B. Open Forum
- C. Approval of Minutes: September 24, 2013
- D. Discussion of Routes and Statistics
- E. ~~General Discussion with Metro Transit Management Staff – Agenda Item~~
Moved to the January 28, 2014 Meeting*
- F. Update on Parkway Station Phase 2
- G. Approval of Title VI Plan Update
- H. Adjournment / Next Meeting: January 28, 2014

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/26/13

Item Number: A.

Agenda Item: Call to Order / Roll Call

The Regular Meeting was called to order by Transit Commission Chair

_____ at _____ p.m.

Committee Members Present:

Committee Members Absent:

Also Present:

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/26/13

Item Number: B.

Agenda Item: Open Forum

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/26/13

Item Number: C.

Agenda Item: Approval of Minutes

Motion by Commission Member _____ and Second by Commission Member _____ to approve, or approve as amended the meeting minutes of the:

- September 24, 2013

MAPLE GROVE TRANSIT COMMISSION
City of Maple Grove
Meeting of September 24, 2013

MINUTES

Members Present: Terry Coss, Teri Anderson, Mandy Knudsen, Jaime Renner, and Mark Davison.

Members Absent: none

Also Present: Mike Opatz - City of Maple Grove, Doyne Parson-Metro Transit, and Bill Patten-Midwest Paratransit.

Call to Order

Transit Commission Chair Terry Coss called the meeting to order at 6:30 p.m.

Open Forum

No one from the public spoke during the open forum.

Approve Minutes

Chair Terry Coss called for a motion to approve the meeting minutes from July 30, 2013. Mandy Knudsen made the motion, and Teri Anderson seconded the motion, and the amended minutes were approved.

Discussion of Routes and Statistics

Opatz reviewed the daily ridership statistics for August 2013 and first three week of September 2013 and the monthly ridership summaries from July and August. Opatz noted that the 2013 year to date ridership was nearly equal to 2012, but September 2013 ridership appears to be building, so by the end of the year the system will post a 1 to 2 percent increase over 2012.

The Commissioner's had the following reports:

- Teri Anderson – Have concerns if you relocated the Route 789 to Zachary Square due to overcrowding at the Transit Station. Many students need to come midday to Maple Grove. There is a church fundraiser flyer posted on the main information display cabinet at the Transit Station.
- Mark Davison – Thank you to Doyne and Mike for getting the larger coach bus on the first 789 a.m. trip. The overhead bus sign for the 2nd p.m. trip of the 789 lists it as trip #1. What is the seating capacity of the new Gillig low-floor 40-foot bus?
- Mandy Knudsen – All is going great on the Route 782. No issues to report.

- Jaime Renner – I am not hearing of any issues with the Route 785 temporary parking lot. All is well on the Route 785.
- Terry Coss – No major issues with the Route 783. However, drivers avoid using the PA system when making announcements. They rather just turn around and shout them out. Not many drivers calling out stops or street crossings. Did not recall receiving the updated driver roster in August.

Update on Phase 2 of Parkway Station

Opatz reported that parking utilization at the Route 785 temporary lot has been high with some days having only a few stalls not occupied. The City is working on options to provide some overflow parking in the general area. The most promising option is with the Maple Grove Hospital.

As of today, all the columns have been installed and two of seven deck pours have taken place. The concrete forms for the next two deck pours are in place as well. The contractor is still striving to meet the substantial completion date of November 24, but that date may slide by a week or two depending on the weather and other factors.

Bus Service Levels for the Holidays

Opatz reviewed the rider alert flyer for the bus service levels for the 2013 Thanksgiving Holiday with:

- Extra midday buses on Route 781 on Wednesday November 27,
- No bus service on Thursday November 28, and
- Reduced bus service on Friday November 29.

Opatz reviewed the proposed service plan for Christmas and New Year's. This year December 24 falls on a Tuesday and it appears most of the transit agencies in the area are going to some level of reduced service. Opatz noted that the proposal only provides Route 781 trips to and from the transit station offering. No other regular route service would operate including the Route 781A segment. In 2008, December 24th fell on a Wednesday, and MGT offered full service. Overall the ridership was light. However, I think we need to offer more trips than we typically would offer on the Friday after Thanksgiving. Therefore, I am increasing the number of a.m. trips from eight to 14 and nine to 16 in the afternoon. There would be no service on 12/25/13 and 1/1/14. I would run full service on 12/31/13 with some extra buses on the first four pm trips on the 781.

ADA Driver Compliance Monitoring

Opatz reviewed the ADA Driver Compliance Monitoring form for 2013. This is a requirement to receive federal funding. Transit Commissioners are asked to complete the form four different times before the end of the year. The preference is to have them completed on four different trips. Completed forms can be mailed, faxed, or e-mailed to Opatz.

Route 782 Transit Commissioner Application

Opatz said that there is currently a vacancy on the Transit Commission for a Route 782 representative. Historically, applicants have been primarily solicited by placing the application on the buses as a Rider Alert flyer. Federal regulations under the Civil Rights Title VI program require transit programs receiving federal funding to follow the clause below:

- *Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.*

Opatz noted that while the City is challenged out here in Maple Grove to find relevant organizations to send applications to boost recruitment efforts for minorities, the applications will be sent to:

- Places of Worship in Maple Grove
- Northwest Hennepin Human Services Council (located in Brooklyn Center but covers Maple Grove).
- Maple Grove Library
- Maple Grove Transit buses
- City of Maple Grove website
- Maple Grove Patch (online newspaper)
- Osseo-Maple Grove Press and News (local newspaper)

Terry Coss suggested adding the Community Center as a location to receive the applications.

The following language was also added to the application, which Opatz reviewed with the Commission:

- The City of Maple Grove is committed to a policy of nondiscrimination in relation to race, color, creed, religion, age, national origin, sex, sexual orientation, marital status, public assistance status, disability, handicap or political affiliation. Maple Grove is an Equal Opportunity/Affirmative Action employer.

Adjourn / Next Meeting

- Next Scheduled Regular Meeting is Tuesday, November 26, 2013
- Being no other business, the meeting was adjourned at 7:13 p.m.
- Minutes submitted by Mike Opatz, Transit Administrator.

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/26/13

Item Number: D.

Agenda Item: Discussion of Routes and Statistics

Recommended Committee Action: Discussion

A. Ridership Report

The monthly ridership summaries for September and October 2013 are attached, plus the most recent daily ridership reports. Below is the year to date 2013 ridership compared to 2012:

	2012	2013	Percent Change
Jan	70,645	72,475	2.59%
Feb	71,473	68,143	-4.66%
Mar	72,562	69,010	-4.90%
Apr	70,770	76,641	8.30%
May	71,614	71,021	-0.83%
Jun	65,205	64,299	-1.39%
Jul	63,116	67,328	6.67%
Aug	70,001	68,990	-1.44%
Sep	66,082	69,231	4.77%
Oct	80,510	80,459	-0.06%
Total	701,978	707,597	0.80%

B. Member Comments

- The Transit Commission members report on events and issues related to the route they represent.

Maple Grove Transit - Ridership Summary

September 2013

<u>Ridership Analysis</u>	<u>Total</u>	<u>781</u>	<u>782</u>	<u>780</u>	<u>783</u>	<u>785</u>	<u>788</u>	<u>Dial-A-Ride</u>	<u>787</u>	<u>Rt 789</u>
Rides Current Month -	69,231	36,772	4,350	2,700	5,992	13,475	560	2,549	327	2506
% of Total	100%	60.0%	6.2%	4.3%	7.3%	13.4%	0.7%	4.0%	0.7%	3.4%
Avg Daily Riders - 20 days	3,147	1,671	198	123	272	613	25	116	15	104
Previous Month: Avg, Daily Riders 3,136										

<u>Ridership Comparison</u>	<u>Total</u>	<u>781</u>	<u>782</u>	<u>780</u>	<u>783</u>	<u>785</u>	<u>788</u>	<u>Dial-A-Ride</u>	<u>787</u>	<u>Rt 789</u>
Rides Previous Month	68,990	38,453	4,181	2,872	6,226	13,960	568	2,503	227	0
% Change	0%	-4%	4%	-6%	-4%	-3%	-1%	2%	44%	#DIV/0!
Same Month Prev. Yr.	66,082	35,731	4,053	2,708	5,012	12,707	497	2,465	389	2520
% Change	5%	3%	7%	0%	20%	6%	13%	3%	-16%	-1%

Maple Grove Transit - Ridership Summary

October 2013

<u>Ridership Analysis</u>	<u>Total</u>	<u>781</u>	<u>782</u>	<u>780</u>	<u>783</u>	<u>785</u>	<u>788</u>	<u>Dial-A-Ride</u>	<u>787</u>	<u>Rt 789</u>
Rides Current Month -	80,459	43,045	4,862	3,131	6,822	15,723	648	2,955	489	2784
% of Total	100%	60.0%	6.2%	4.3%	7.3%	13.4%	0.7%	4.0%	0.7%	3.4%
Avg Daily Riders - 23 days	3,657	1,957	221	142	310	715	29	134	22	116
Previous Month: Avg. Daily Riders 3,147										

<u>Ridership Comparison</u>	<u>Total</u>	<u>781</u>	<u>782</u>	<u>780</u>	<u>783</u>	<u>785</u>	<u>788</u>	<u>Dial-A-Ride</u>	<u>787</u>	<u>Rt 789</u>
Rides Previous Month	69,231	36,772	4,350	2,700	5,992	13,475	560	2,549	327	2506
% Change	16%	17%	12%	16%	14%	17%	16%	16%	50%	11%
Same Month Prev. Yr.	66,082	35,731	4,053	2,708	5,012	12,707	497	2,465	389	2520
% Change	22%	20%	20%	16%	36%	24%	30%	20%	26%	10%

Maple Grove October 2013 Week "1"

Pick Eff 08/24/2013								Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
				Tue	Wed	Thu	Fri	Total	Avg	Total	Avg	
Route	Trip Time	Trip #	Run #	1001	1002	1003	1004		4		3	
780	553AM	1	3418	16	16	13	8	53	13	45	15	40 Foot
	625AM	2	3435	18	20	11	18	67	17	49	16	40 Foot
	656AM	3	3037	21	24	25	22	92	23	70	23	40 Foot
	728AM	4	3418	17	21	17	15	70	18	55	18	40 Foot
AM Totals				72	81	66	63	282	71	219	73	
780	335PM	1	3014	8	16	13	20	57	14	37	12	40 Foot
	404PM	2	3075	19	11	16	15	61	15	46	15	40 Foot
	432PM	3	3040	21	35	20	18	94	24	76	25	40 Foot
	514PM	4	3408	13	13	17	8	51	13	43	14	40 Foot
PM Totals				61	75	66	61	263	66	202	67	
780 Total				133	156	132	124	545	136	421	140	
781	520AM	Extra	3401	19	19	24	19	81	20	62	21	40' - Artic
	546AM	1	3414	32	31	37	25	125	31	100	33	Artic
	542AM	2	3409	43	39	55	29	166	42	137	46	40' - Artic
	553AM	3	3018	40	32	36	27	135	34	108	36	40 Foot
	622AM	4	3434	25	31	33	30	119	30	89	30	40 Foot
	610AM	5	3424	55	41	47	33	176	44	143	48	Artic
	641AM	6	3445	53	54	45	40	192	48	152	51	Artic
	647AM	7	3447	47	41	28	36	152	38	116	39	Coach
	654AM	8	3453	49	44	43	40	176	44	136	45	Artic
	642AM	9	3442	54	52	52	49	207	52	158	53	Artic
	708AM	10	3458	39	31	32	27	129	32	102	34	Artic
	710AM	11	3455	31	30	42	24	127	32	103	34	Coach
	654AM	12	3448	55	43	44	42	184	46	142	47	Artic
	722AM	13	3401	59	59	59	59	236	59	177	59	Artic
	727AM	14	3414	62	51	53	44	210	53	166	55	Artic
	712AM	15	3456	40	62	53	42	197	49	155	52	Artic
	738AM	16	3052	49	46	34	38	167	42	129	43	Artic
	725AM	17	3046	44	48	52	48	192	48	144	48	Artic
	755AM	18	3409	54	35	41	54	184	46	130	43	Artic
	804AM	19	3445	52	63	52	60	227	57	167	56	Artic
	802AM	20	3424	70	73	81	54	278	70	224	75	Artic
	1129AM	21	3011	16	15	13	11	55	14	44	15	40 Foot
AM Totals				988	940	956	831	3,715	929	2,884	961	
781	1212PM	1	3011	25	27	25	46	123	31	77	26	40 Foot
	212PM	2	3022	38	25	36	53	152	38	99	33	40 Foot
	309PM	3	3402	53	57	56	74	240	60	166	55	Artic
	332PM	4	3427	59	56	57	62	234	59	172	57	Artic
	340PM	5	3448	29	25	24	22	100	25	78	26	40' - Artic
	351PM	6	3435	49	57	50	51	207	52	156	52	Artic
	400PM	7	3438	53	57	55	41	206	52	165	55	Artic
	405PM	8	3426	55	49	43	42	189	47	147	49	Coach
	407PM	9	3443	36	19	30	19	104	26	85	28	Coach
	414PM	10	3026	38	26	29	16	109	27	93	31	Coach
	421PM	11	3078	67	54	49	49	219	55	170	57	Coach
	424PM	12	3409	54	43	51	42	190	48	148	49	40' - Coach
	430PM	13	3029	69	53	24	38	184	46	146	49	Artic
	435PM	14	3403	59	57	52	34	202	51	168	56	Artic
	441PM	15	3451	38	30	61	33	162	41	129	43	Coach
	455PM	16	3081	58	62	38	49	207	52	158	53	Artic
	456PM	17	3402	49	40	58	21	168	42	147	49	Artic
	504PM	18	3407	42	47	41	44	174	44	130	43	Artic
	506PM	19	3406	27	18	23	23	91	23	68	23	Artic
	518PM	20	3427	38	44	36	20	138	35	118	39	Artic
	532PM	21	3448	42	52	46	33	173	43	140	47	Artic
	602PM	22	3435	50	53	41	28	172	43	144	48	Artic
	632PM	23	3451	25	30	29	27	111	28	84	28	40' - Coach
PM Totals				1,053	981	954	867	3,855	964	2,988	996	
781 Total				2,041	1,921	1,910	1,698	7,570	1,893	5,872	1,957	

Maple Grove October 2013 Week "1"

Pick Eff 08/24/2013				Tue	Wed	Thu	Fri	Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
Route	Trip Time	Trip #	Run #	1001	1002	1003	1004	Total	Avg	Total	Avg	
782	530AM	1	3402	10	9	14	8	41	10	33	11	40 Foot
	559AM	2	3416	29	27	31	26	113	28	87	29	40' - Coach
	627AM	3	3436	26	28	23	20	97	24	77	26	40 Foot
	657AM	4	3452	28	30	27	30	115	29	85	28	40 Foot
	723AM	5	3459	28	21	23	18	90	23	72	24	40 Foot
AM Totals				121	115	118	102	456	114	354	118	
782	336PM	1	3428	27	31	19	34	111	28	77	26	40 Foot
	406PM	2	3433	31	31	41	23	126	32	103	34	40 Foot
	436PM	3	3410	31	26	27	15	99	25	84	28	40 Foot
	505PM	4	3416	18	18	12	17	65	16	48	16	40 Foot
	534PM	5	3443	11	9	10	4	34	9	30	10	40' - Coach
PM Totals				118	115	109	93	435	109	342	114	
782 Total				239	230	227	195	891	223	696	232	
783	533AM	1	3404	12	13	10	9	44	11	35	12	40 Foot
	601AM	2	3020	18	19	17	19	73	18	54	18	40 Foot
	628AM	3	3433	38	32	37	20	127	32	107	36	40' - Coach
	658AM	4	3451	49	44	49	39	181	45	142	47	Coach
	728AM	5	3404	25	32	33	24	114	29	90	30	40 Foot
	821AM	6	3433	24	20	17	16	77	19	61	20	Coach
AM Totals				166	160	163	127	616	154	489	163	
783	338PM	1	3437	23	25	19	21	88	22	67	22	Coach
	410PM	2	3424	47	39	54	44	184	46	140	47	Coach
	439PM	3	3419	48	49	38	23	158	40	135	45	Coach
	509PM	4	3437	26	28	34	21	109	27	88	29	Coach
	539PM	5	3438	17	18	17	10	62	16	52	17	40' - Artic
PM Totals				161	159	162	119	601	150	482	161	
783 Total				327	319	325	246	1,217	304	971	324	
785	520AM	Extra	3008	6	7	8	4	25	6	21	7	40' - Coach
	548AM	1	3411	24	23	20	22	89	22	67	22	Coach
	623AM	2	3431	41	52	43	33	169	42	136	45	Coach
	648AM	3	3033	52	41	46	44	183	46	139	46	Artic
	702AM	4	3008	43	41	35	35	154	39	119	40	Coach
	715AM	5	3457	44	50	60	43	197	49	154	51	Artic
	730AM	6	3411	55	39	37	38	169	42	131	44	Coach
	745AM	7	3460	43	45	35	26	149	37	123	41	Coach
	800AM	8	3416	37	39	41	35	152	38	117	39	Coach
	818AM	9	3033	42	40	50	37	169	42	132	44	Artic
AM Totals				387	377	375	317	1,456	364	1,139	380	
785	308PM	1	3452	32	28	28	39	127	32	88	29	40' - Coach
	333PM	2	3432	39	42	33	40	154	39	114	38	Artic
	403PM	3	3030	52	50	61	44	207	52	163	54	Artic
	411PM	4	3441	40	40	40	26	146	37	120	40	Coach
	434PM	5	3038	80	62	52	54	248	62	194	65	Artic
	448PM	6	3080	39	31	51	25	146	37	121	40	Coach
	502PM	7	3452	51	54	56	28	189	47	161	54	Coach
	533PM	8	3432	24	39	20	17	100	25	83	28	Artic
	603PM	9	3441	20	13	13	6	52	13	46	15	40' - Coach
PM Totals				377	359	354	279	1,369	342	1,090	363	
785 Total				764	736	729	596	2,825	706	2,229	743	
789	658AM	1	3454	53	45	41	35	174	44	139	46	Coach
	801AM	2	3447	29	50	33	36	148	37	112	37	40' - Coach
AM Totals				82	95	74	71	322	81	251	84	
	243PM	1	3044	17	56	16	20	109	27	89	30	40 Foot
	443PM	2	3044	29	27	25	28	109	27	81	27	40 Foot
PM Totals				46	83	41	48	218	55	170	57	
789 Total				128	178	115	119	540	135	421	140	
Grand Total				3,632	3,540	3,438	2,978	13,588	3,397	10,610	3,537	

26.73% 26.05% 25.30% 21.92% 100.00%

545	136	780
7,570	1,893	781-A
891	223	782
1,217	304	783
2,825	706	785
540	135	789
13,588	3,397	Total

Maple Grove October 2013 Week "2"

Pick Eff 08/24/2013									Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
									Total	Avg	Total	Avg	
Route	Trip Time	Trip #	Run #	1007	1008	1009	1010	1011					
780	553AM	1	3418	15	12	16	18	14	75	15	61	15	40 Foot
	625AM	2	3435	17	20	24	24	18	103	21	85	21	40 Foot
	656AM	3	3037	23	22	17	22	18	102	20	84	21	40 Foot
	728AM	4	3418	27	19	20	18	23	107	21	84	21	40 Foot
AM Totals				82	73	77	82	73	387	77	314	79	
780	335PM	1	3014	17	14	14	15	16	76	15	60	15	40 Foot
	404PM	2	3075	15	18	18	22	16	89	18	73	18	40 Foot
	432PM	3	3040	18	24	20	17	16	95	19	79	20	40 Foot
	514PM	4	3408	20	14	16	16	16	82	16	66	17	40 Foot
PM Totals				70	70	68	70	64	342	68	278	70	
780 Total				152	143	145	152	137	729	146	592	148	
781	520AM	Extra	3401	14	13	13	11	12	63	13	51	13	40' - Artic
	546AM	1	3414	31	33	32	26	22	144	29	122	31	Artic
	542AM	2	3409	37	30	35	35	29	166	33	137	34	40' - Artic
	553AM	3	3018	26	34	34	29	34	157	31	123	31	40 Foot
	622AM	4	3434	26	41	28	31	24	150	30	126	32	40 Foot
	610AM	5	3424	39	45	45	45	35	209	42	174	44	Artic
	641AM	6	3445	68	62	58	47	45	280	56	235	59	Artic
	647AM	7	3447	36	39	36	41	23	175	35	152	38	Coach
	654AM	8	3453	51	42	56	49	43	241	48	198	50	Artic
	642AM	9	3442	56	62	58	53	38	267	53	229	57	Artic
	708AM	10	3458	40	40	35	36	36	187	37	151	38	Artic
	710AM	11	3455	32	31	36	31	35	165	33	130	33	Coach
	654AM	12	3448	36	35	47	47	39	204	41	165	41	Artic
	722AM	13	3401	51	73	65	59	55	303	61	248	62	Artic
	727AM	14	3414	56	46	49	45	46	242	48	196	49	Artic
	712AM	15	3456	53	38	55	46	38	230	46	192	48	Artic
	738AM	16	3052	29	47	46	54	34	210	42	176	44	Artic
	725AM	17	3046	44	51	61	47	46	249	50	203	51	Artic
	755AM	18	3409	56	38	51	51	50	246	49	196	49	Artic
	804AM	19	3445	22	60	31	63	46	222	44	176	44	Artic
	802AM	20	3424	81	60	77	53	48	319	64	271	68	Artic
	1129AM	21	3011	20	12	18	17	16	83	17	67	17	40 Foot
AM Totals				904	932	966	916	794	4,512	902	3,718	930	
781	1212PM	1	3011	33	16	29	27	56	161	32	105	26	40 Foot
	212PM	2	3022	26	38	39	37	60	200	40	140	35	40 Foot
	309PM	3	3402	46	59	60	49	66	280	56	214	54	Artic
	332PM	4	3427	49	60	60	58	70	297	59	227	57	Artic
	340PM	5	3448	29	30	34	36	37	166	33	129	32	40' - Artic
	351PM	6	3435	65	59	52	47	39	262	52	223	56	Artic
	400PM	7	3438	56	67	61	62	44	290	58	246	62	Artic
	405PM	8	3426	47	48	46	38	33	212	42	179	45	Coach
	407PM	9	3443	27	26	19	26	23	121	24	98	25	Coach
	414PM	10	3026	23	19	25	35	34	136	27	102	26	Coach
	421PM	11	3078	55	58	50	51	38	252	50	214	54	Coach
	424PM	12	3409	60	33	51	27	28	199	40	171	43	40' - Coach
	430PM	13	3029	40	45	53	68	42	248	50	206	52	Artic
	435PM	14	3403	67	58	60	45	40	270	54	230	58	Artic
	441PM	15	3451	23	39	33	33	31	159	32	128	32	Coach
	455PM	16	3081	60	43	53	52	27	235	47	208	52	Artic
	456PM	17	3402	44	64	31	44	21	204	41	183	46	Artic
	504PM	18	3407	59	42	66	55	32	254	51	222	56	Artic
	506PM	19	3406	17	31	22	19	13	102	20	89	22	Artic
	518PM	20	3427	41	29	48	37	29	184	37	155	39	Artic
	532PM	21	3448	59	34	57	46	30	226	45	196	49	Artic
	602PM	22	3435	46	39	40	35	33	193	39	160	40	Artic
	632PM	23	3451	23	30	35	26	17	131	26	114	29	40' - Coach
PM Totals				995	967	1,024	953	843	4,782	956	3,939	985	
781 Total				1,899	1,899	1,990	1,869	1,637	9,294	1,859	7,657	1,914	

Maple Grove October 2013 Week "2"

Pick Eff 08/24/2013									Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
Route	Trip Time	Trip #	Run #	1007	1008	1009	1010	1011	Total	Avg	Total	Avg	
782	530AM	1	3402	11	9	12	6	5	43	9	38	10	40 Foot
	559AM	2	3416	21	24	29	28	17	119	24	102	26	40' - Coach
	627AM	3	3436	29	29	32	26	16	132	26	116	29	40 Foot
	657AM	4	3452	34	32	25	25	24	140	28	116	29	40 Foot
	723AM	5	3459	23	25	26	27	18	119	24	101	25	40 Foot
AM Totals				118	119	124	112	80	553	111	473	118	
782	336PM	1	3428	28	27	31	25	23	134	27	111	28	40 Foot
	406PM	2	3433	33	30	29	29	20	141	28	121	30	40 Foot
	436PM	3	3410	35	30	30	33	12	140	28	128	32	40 Foot
	505PM	4	3416	18	18	17	12	11	76	15	65	16	40 Foot
	534PM	5	3443	6	10	5	10	8	39	8	31	8	40' - Coach
PM Totals				120	115	112	109	74	530	106	456	114	
782 Total				238	234	236	221	154	1,083	217	929	232	
783	533AM	1	3404	13	14	13	10	8	58	12	50	13	40 Foot
	601AM	2	3020	18	16	14	20	20	88	18	68	17	40 Foot
	628AM	3	3433	30	33	33	24	23	143	29	120	30	40' - Coach
	658AM	4	3451	44	51	49	45	30	219	44	189	47	Coach
	728AM	5	3404	35	31	22	35	23	146	29	123	31	40 Foot
783	821AM	6	3433	23	16	13	19	13	84	17	71	18	Coach
	AM Totals				163	161	144	153	738	148	621	155	
	338PM	1	3437	17	17	20	27	41	122	24	81	20	Coach
	410PM	2	3424	38	44	34	43	24	183	37	159	40	Coach
	439PM	3	3419	50	51	39	42	25	207	41	182	46	Coach
783	509PM	4	3437	34	38	32	27	10	141	28	131	33	Coach
	539PM	5	3438	17	14	13	17	5	66	13	61	15	40' - Artic
PM Totals				156	164	138	156	105	719	144	614	154	
783 Total				319	325	282	309	222	1,457	291	1,235	309	
785	520AM	Extra	3008	11	9	10	8	8	46	9	38	10	40' - Coach
	548AM	1	3411	22	28	23	26	21	120	24	99	25	Coach
	623AM	2	3431	34	43	36	34	28	175	35	147	37	Coach
	648AM	3	3033	40	51	40	44	27	202	40	175	44	Artic
	702AM	4	3008	44	49	44	39	27	203	41	176	44	Coach
785	715AM	5	3457	49	51	50	56	36	242	48	206	52	Artic
	730AM	6	3411	51	51	57	42	40	241	48	201	50	Coach
	745AM	7	3460	45	37	34	35	32	183	37	151	38	Coach
	800AM	8	3416	37	37	38	31	24	167	33	143	36	Coach
	818AM	9	3033	34	38	41	28	24	165	33	141	35	Artic
AM Totals				367	394	373	343	267	1,744	349	1,477	369	
785	308PM	1	3452	24	31	25	32	21	133	27	112	28	40' - Coach
	333PM	2	3432	44	48	35	34	22	183	37	161	40	Artic
	403PM	3	3030	93	45	51	32	50	271	54	221	55	Artic
	411PM	4	3441	40	32	30	38	18	158	32	140	35	Coach
	434PM	5	3038	61	66	64	47	39	277	55	238	60	Artic
785	448PM	6	3080	30	42	22	27	32	153	31	121	30	Coach
	502PM	7	3452	54	55	58	51	31	249	50	218	55	Coach
	533PM	8	3432	27	35	33	20	16	131	26	115	29	Artic
	603PM	9	3441	12	17	23	20	8	80	16	72	18	40' - Coach
PM Totals				385	371	341	301	237	1,635	327	1,398	350	
785 Total				752	765	714	644	504	3,379	676	2,875	719	
789	658AM	1	3454	39	39	43	47	24	192	38	168	42	Coach
	801AM	2	3447	46	28	46	29	40	187	37	147	37	40' - Coach
	AM Totals				85	65	89	76	379	76	315	79	
	243PM	1	3044	19	19	29	19	22	108	22	86	22	40 Foot
	443PM	2	3044	19	23	25	20	20	107	21	87	22	40 Foot
PM Totals				38	42	54	39	42	215	43	173	43	
789 Total				123	107	143	115	106	594	119	488	122	
Grand Total				3,483	3,473	3,510	3,310	2,760	16,536	3,307	13,776	3,444	

21.06% 21.00% 21.23% 20.02% 16.69% 100.00%

729	146	780
9,294	1,859	781-A
1,083	217	782
1,457	291	783
3,379	676	785
594	119	789
16,536	3,307	Total

Maple Grove October 2013 Week "3"

									Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
Pick Eff 08/24/2013									Total	Avg	Total	Avg	
Route	Trip Time	Trip #	Run #	1014	1015	1016	1017	1018		5		4	
780	553AM	1	3418	17	13	13	15	10	68	14	58	15	40 Foot
	625AM	2	3435	15	15	22	10	9	71	14	62	16	40 Foot
	656AM	3	3037	15	20	18	20	20	93	19	73	18	40 Foot
	728AM	4	3418	19	19	25	22	14	99	20	85	21	40 Foot
AM Totals				66	67	78	67	53	331	66	278	70	
780	335PM	1	3014	8	10	9	12	17	56	11	39	10	40 Foot
	404PM	2	3075	12	15	21	15	12	75	15	63	16	40 Foot
	432PM	3	3040	22	25	22	20	13	102	20	89	22	40 Foot
	514PM	4	3408	14	19	17	19	10	79	16	69	17	40 Foot
PM Totals				56	69	69	66	52	312	62	260	65	
780 Total				122	136	147	133	105	643	129	538	135	
781	520AM	Extra	3401	12	18	16	16	25	87	17	62	16	40' - Artic
	546AM	1	3414	25	37	30	29	19	140	28	121	30	Artic
	542AM	2	3409	41	47	40	57	26	211	42	185	46	40' - Artic
	553AM	3	3018	23	34	30	26	22	135	27	113	28	40 Foot
	622AM	4	3434	35	36	36	29	24	160	32	136	34	40 Foot
	610AM	5	3424	43	41	47	40	31	202	40	171	43	Artic
	641AM	6	3445	45	56	47	43	37	228	46	191	48	Artic
	647AM	7	3447	27	42	40	40	23	172	34	149	37	Coach
	654AM	8	3453	37	48	44	44	38	211	42	173	43	Artic
	642AM	9	3442	43	47	53	51	40	234	47	194	49	Artic
	708AM	10	3458	40	39	37	36	33	185	37	152	38	Artic
	710AM	11	3455	27	33	28	39	27	154	31	127	32	Coach
	654AM	12	3448	56	45	47	44	22	214	43	192	48	Artic
	722AM	13	3401	47	52	68	51	40	258	52	218	55	Artic
	727AM	14	3414	52	62	54	33	32	233	47	201	50	Artic
	712AM	15	3456	45	34	63	47	40	229	46	189	47	Artic
	738AM	16	3052	34	38	39	42	22	175	35	153	38	Artic
	725AM	17	3046	47	50	41	44	31	213	43	182	46	Artic
	755AM	18	3409	49	63	57	27	39	235	47	196	49	Artic
	804AM	19	3445	47	49	51	59	29	235	47	206	52	Artic
	802AM	20	3424	61	75	63	59	44	302	60	258	65	Artic
	1129AM	21	3011	15	15	17	12	17	76	15	59	15	40 Foot
AM Totals				851	961	948	868	661	4,289	858	3,628	907	
781	1212PM	1	3011	28	23	37	28	53	169	34	116	29	40 Foot
	212PM	2	3022	24	41	32	36	43	176	35	133	33	40 Foot
	309PM	3	3402	50	57	58	48	59	272	54	213	53	Artic
	332PM	4	3427	57	77	56	53	42	285	57	243	61	Artic
	340PM	5	3448	32	29	26	29	20	136	27	116	29	40' - Artic
	351PM	6	3435	53	54	48	34	36	225	45	189	47	Artic
	400PM	7	3438	34	54	39	58	48	233	47	185	46	Artic
	405PM	8	3426	56	40	47	46	31	220	44	189	47	Coach
	407PM	9	3443	23	32	28	24	5	112	22	107	27	Coach
	414PM	10	3026	33	28	29	24	19	133	27	114	29	Coach
	421PM	11	3078	52	61	48	58	44	263	53	219	55	Coach
	424PM	12	3409	45	51	44	40	15	195	39	180	45	40' - Coach
	430PM	13	3029	60	41	49	43	35	228	46	193	48	Artic
	435PM	14	3403	35	69	52	41	27	224	45	197	49	Artic
	441PM	15	3451	39	23	42	43	31	178	36	147	37	Coach
	455PM	16	3081	48	53	49	45	37	232	46	195	49	Artic
	456PM	17	3402	32	42	47	23	28	172	34	144	36	Artic
	504PM	18	3407	54	60	55	47	32	248	50	216	54	Artic
	506PM	19	3406	17	29	28	30	15	119	24	104	26	Artic
	518PM	20	3427	51	21	54	49	20	195	39	175	44	Artic
	532PM	21	3448	43	58	58	48	34	241	48	207	52	Artic
	602PM	22	3435	39	40	53	40	29	201	40	172	43	Artic
	632PM	23	3451	15	21	36	26	18	116	23	98	25	40' - Coach
PM Totals				920	1,004	1,015	913	721	4,573	915	3,852	963	
781 Total				1,771	1,965	1,963	1,781	1,382	8,862	1,772	7,480	1,870	

Maple Grove October 2013 Week "3"

Pick Eff 08/24/2013									Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
Route	Trip Time	Trip #	Run #	1014	1015	1016	1017	1018	Total	Avg	Total	Avg	
782	530AM	1	3402	8	7	7	11	4	37	7	33	8	40 Foot
	559AM	2	3416	19	27	28	23	20	117	23	97	24	40' - Coach
	627AM	3	3436	23	26	22	23	15	109	22	94	24	40 Foot
	657AM	4	3452	28	27	31	21	15	122	24	107	27	40 Foot
	723AM	5	3459	23	26	19	23	14	105	21	91	23	40 Foot
AM Totals				101	113	107	101	68	490	98	422	106	
782	336PM	1	3428	29	26	21	23	14	113	23	99	25	40 Foot
	406PM	2	3433	32	30	35	25	20	142	28	122	31	40 Foot
	436PM	3	3410	24	27	24	25	15	115	23	100	25	40 Foot
	505PM	4	3416	17	15	16	16	10	74	15	64	16	40 Foot
	534PM	5	3443	3	6	4	10	8	29	6	23	6	40' - Coach
PM Totals				105	104	100	99	65	473	95	408	102	
782 Total				206	217	207	200	133	963	193	830	208	
783	533AM	1	3404	8	9	11	10	10	48	10	38	10	40 Foot
	601AM	2	3020	15	13	18	14	14	74	15	60	15	40 Foot
	628AM	3	3433	26	27	34	29	13	129	26	116	29	40' - Coach
	658AM	4	3451	41	48	47	41	28	205	41	177	44	Coach
	728AM	5	3404	33	25	25	30	25	138	28	113	28	40 Foot
	821AM	6	3433	29	28	20	19	12	108	22	96	24	Coach
AM Totals				152	150	155	143	102	702	140	600	150	
783	338PM	1	3437	15	23	19	15	22	94	19	72	18	Coach
	410PM	2	3424	41	41	44	38	28	192	38	164	41	Coach
	439PM	3	3419	43	35	40	32	23	173	35	150	38	Coach
	509PM	4	3437	28	31	27	34	13	133	27	120	30	Coach
	539PM	5	3438	19	21	19	19	5	83	17	78	20	40' - Artic
PM Totals				146	151	149	138	91	675	135	584	146	
783 Total				298	301	304	281	193	1,377	275	1,184	296	
785	520AM	Extra	3008	8	12	11	8	7	46	9	39	10	40' - Coach
	548AM	1	3411	22	27	31	29	14	123	25	109	27	Coach
	623AM	2	3431	28	35	42	33	25	163	33	138	35	Coach
	648AM	3	3033	45	55	39	35	25	199	40	174	44	Artic
	702AM	4	3008	42	43	33	44	27	189	38	162	41	Coach
	715AM	5	3457	48	41	55	46	26	216	43	190	48	Artic
	730AM	6	3411	44	41	39	43	34	201	40	167	42	Coach
	745AM	7	3460	31	35	44	25	19	154	31	135	34	Coach
	800AM	8	3416	24	44	34	35	22	159	32	137	34	Coach
	818AM	9	3033	35	38	38	22	30	163	33	133	33	Artic
AM Totals				327	371	366	320	229	1,613	323	1,384	346	
785	308PM	1	3452	24	28	26	25	26	129	26	103	26	40' - Coach
	333PM	2	3432	31	34	39	38	26	168	34	142	36	Artic
	403PM	3	3030	48	58	52	40	41	239	48	198	50	Artic
	411PM	4	3441	32	33	33	34	19	151	30	132	33	Coach
	434PM	5	3038	48	60	57	49	34	248	50	214	54	Artic
	448PM	6	3080	30	32	34	31	19	146	29	127	32	Coach
	502PM	7	3452	51	51	53	48	31	234	47	203	51	Coach
	533PM	8	3432	24	38	32	25	11	130	26	119	30	Artic
	603PM	9	3441	18	18	18	14	9	77	15	68	17	40' - Coach
PM Totals				306	352	344	304	216	1,522	304	1,306	327	
785 Total				633	723	710	624	445	3,135	627	2,690	673	
789	658AM	1	3454	43	46	43	41	29	202	40	173	43	Coach
	801AM	2	3447	40	20	41	28	32	161	32	129	32	40' - Coach
AM Totals				83	66	84	69	61	363	73	302	76	
789	243PM	1	3044	23	18	24	17	22	104	21	82	21	40 Foot
	443PM	2	3044	20	24	21	20	19	104	21	85	21	40 Foot
PM Totals				43	42	45	37	41	208	42	167	42	
789 Total				126	108	129	106	102	571	114	469	117	
Grand Total				3,156	3,450	3,460	3,125	2,360	15,551	3,110	13,191	3,298	

20.29% 22.19% 22.25% 20.10% 15.18% 100.00%

643	129	780
8,862	1,772	781-A
963	193	782
1,377	275	783
3,135	627	785
571	114	789
15,551	3,110	Total

Maple Grove October 2013 Week "4"

Pick Eff 08/24/2013									Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
Route	Trip Time	Trip #	Run #	1021	1022	1023	1024	1025	Total	Avg	Total	Avg	
780	553AM	1	3418	13	13	11	11	11	59	12	48	12	40 Foot
	625AM	2	3435	16	14	15	14	14	73	15	59	15	40 Foot
	656AM	3	3037	22	26	18	18	17	101	20	84	21	40 Foot
	728AM	4	3418	21	24	21	21	19	106	21	87	22	40 Foot
AM Totals				72	77	65	64	61	339	68	278	70	
780	335PM	1	3014	10	9	7	16	15	57	11	42	11	40 Foot
	404PM	2	3075	15	16	12	11	16	70	14	54	14	40 Foot
	432PM	3	3040	24	20	24	20	21	109	22	88	22	40 Foot
	514PM	4	3408	16	19	18	15	10	78	16	68	17	40 Foot
PM Totals				65	64	61	62	62	314	63	252	63	
780 Total				137	141	126	126	123	653	131	530	133	
781	520AM	Extra	3401	14	18	14	13	15	74	15	59	15	40' - Artic
	546AM	1	3414	33	28	35	33	31	160	32	129	32	Artic
	542AM	2	3409	42	44	38	34	28	186	37	158	40	40' - Artic
	553AM	3	3018	33	36	31	36	29	165	33	136	34	40 Foot
	622AM	4	3434	34	29	38	31	26	158	32	132	33	40 Foot
	610AM	5	3424	47	52	49	35	30	213	43	183	46	Artic
	641AM	6	3445	53	52	42	51	38	236	47	198	50	Artic
	647AM	7	3447	39	41	44	33	34	191	38	157	39	Coach
	654AM	8	3453	49	53	38	51	41	232	46	191	48	Artic
	642AM	9	3442	67	62	51	57	42	279	56	237	59	Artic
	708AM	10	3458	45	40	42	44	40	211	42	171	43	Artic
	710AM	11	3455	23	35	33	35	31	157	31	126	32	Coach
	654AM	12	3448	43	38	43	45	28	197	39	169	42	Artic
	722AM	13	3401	51	59	55	50	55	270	54	215	54	Artic
	727AM	14	3414	49	54	43	49	35	230	46	195	49	Artic
	712AM	15	3456	59	45	54	47	43	248	50	205	51	Artic
	738AM	16	3052	39	57	41	40	36	213	43	177	44	Artic
	725AM	17	3046	77	51	48	46	42	264	53	222	56	Artic
	755AM	18	3409	49	69	53	50	50	271	54	221	55	Artic
	804AM	19	3445	54	57	51	49	36	247	49	211	53	Artic
	802AM	20	3424	59	54	72	77	51	313	63	262	66	Artic
	1129AM	21	3011	15	10	18	14	23	80	16	57	14	40 Foot
AM Totals				974	984	933	920	784	4,595	919	3,811	953	
781	1212PM	1	3011	37	16	33	25	47	158	32	111	28	40 Foot
	212PM	2	3022	27	37	22	35	54	175	35	121	30	40 Foot
	309PM	3	3402	54	47	50	53	58	262	52	204	51	Artic
	332PM	4	3427	71	41	50	54	52	268	54	216	54	Artic
	340PM	5	3448	30	32	27	23	29	141	28	112	28	40' - Artic
	351PM	6	3435	52	47	63	52	50	264	53	214	54	Artic
	400PM	7	3438	55	65	39	49	45	253	51	208	52	Artic
	405PM	8	3426	56	52	54	52	41	255	51	214	54	Coach
	407PM	9	3443	33	43	22	19	22	139	28	117	29	Coach
	414PM	10	3026	33	64	57	49	30	233	47	203	51	Coach
	421PM	11	3078	63	37	36	28	33	197	39	164	41	Coach
	424PM	12	3409	40	48	30	28	31	177	35	146	37	40' - Coach
	430PM	13	3029	56	40	58	56	36	246	49	210	53	Artic
	435PM	14	3403	60	46	40	69	45	260	52	215	54	Artic
	441PM	15	3451	34	62	35	21	24	176	35	152	38	Coach
	455PM	16	3081	58	50	52	51	55	266	53	211	53	Artic
	456PM	17	3402	30	36	59	33	25	183	37	158	40	Artic
	504PM	18	3407	53	58	64	59	38	272	54	234	59	Artic
	506PM	19	3406	23	54	27	25	14	143	29	129	32	Artic
	518PM	20	3427	44	33	51	49	24	201	40	177	44	Artic
	532PM	21	3448	64	58	34	51	41	248	50	207	52	Artic
	602PM	22	3435	42	39	55	48	26	210	42	184	46	Artic
	632PM	23	3451	25	32	27	21	23	128	26	105	26	40' - Coach
PM Totals				1,040	1,037	985	950	843	4,855	971	4,012	1,003	
781 Total				2,014	2,021	1,918	1,870	1,627	9,450	1,890	7,823	1,956	

Maple Grove October 2013 Week "4"

Pick Eff 08/24/2013									Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
Route	Trip Time	Trip #	Run #	1021	1022	1023	1024	1025	Total	Avg	Total	Avg	
782	530AM	1	3402	6	8	10	8	8	40	8	32	8	40 Foot
	559AM	2	3416	24	26	25	24	21	120	24	99	25	40' - Coach
	627AM	3	3436	27	32	24	27	15	125	25	110	28	40 Foot
	657AM	4	3452	28	29	24	26	18	125	25	107	27	40 Foot
	723AM	5	3459	22	25	35	25	19	126	25	107	27	40 Foot
AM Totals				107	120	118	110	81	536	107	455	114	
782	336PM	1	3428	23	21	23	27	22	116	23	94	24	40 Foot
	406PM	2	3433	33	42	36	35	20	166	33	146	37	40 Foot
	436PM	3	3410	24	27	18	23	16	108	22	92	23	40 Foot
	505PM	4	3416	22	17	19	15	11	84	17	73	18	40 Foot
	534PM	5	3443	2	5	7	5	7	26	5	19	5	40' - Coach
PM Totals				104	112	103	105	76	500	100	424	106	
782 Total				211	232	221	215	157	1,036	207	879	220	
783	533AM	1	3404	11	9	16	12	8	56	11	48	12	40 Foot
	601AM	2	3020	19	20	24	18	18	99	20	81	20	40 Foot
	628AM	3	3433	31	32	28	33	21	145	29	124	31	40' - Coach
	658AM	4	3451	46	48	42	35	35	206	41	171	43	Coach
	728AM	5	3404	30	34	38	33	23	158	32	135	34	40 Foot
	821AM	6	3433	31	26	22	27	23	129	26	106	27	Coach
AM Totals				168	169	170	158	128	793	159	665	166	
783	338PM	1	3437	18	23	25	26	27	119	24	92	23	Coach
	410PM	2	3424	41	38	35	34	30	178	36	148	37	Coach
	439PM	3	3419	50	50	40	42	29	211	42	182	46	Coach
	509PM	4	3437	33	35	36	30	17	151	30	134	34	Coach
	539PM	5	3438	20	19	16	18	4	77	15	73	18	40' - Artic
PM Totals				162	165	152	150	107	736	147	629	157	
783 Total				330	334	322	308	235	1,529	306	1,294	324	
785	520AM	Extra	3008	10	10	7	10	12	49	10	37	9	40' - Coach
	548AM	1	3411	22	29	27	22	16	116	23	100	25	Coach
	623AM	2	3431	39	41	43	44	35	202	40	167	42	Coach
	648AM	3	3033	38	49	46	48	39	220	44	181	45	Artic
	702AM	4	3008	43	43	41	42	32	201	40	169	42	Coach
	715AM	5	3457	58	66	57	56	36	273	55	237	59	Artic
	730AM	6	3411	49	40	43	48	43	223	45	180	45	Coach
	745AM	7	3460	34	29	47	31	24	165	33	141	35	Coach
	800AM	8	3416	39	35	44	43	25	186	37	161	40	Coach
	818AM	9	3033	49	37	35	34	26	181	36	155	39	Artic
AM Totals				381	379	390	378	288	1,816	363	1,528	382	
785	308PM	1	3452	25	29	26	25	36	141	28	105	26	40' - Coach
	333PM	2	3432	30	31	37	42	32	172	34	140	35	Artic
	403PM	3	3030	59	50	60	55	31	255	51	224	56	Artic
	411PM	4	3441	36	48	39	32	22	177	35	155	39	Coach
	434PM	5	3038	59	59	70	69	46	303	61	257	64	Artic
	448PM	6	3080	44	30	49	41	25	189	38	164	41	Coach
	502PM	7	3452	63	65	54	43	38	263	53	225	56	Coach
	533PM	8	3432	29	32	19	17	16	113	23	97	24	Artic
	603PM	9	3441	18	14	18	25	9	84	17	75	19	40' - Coach
PM Totals				363	358	372	349	255	1,697	339	1,442	361	
785 Total				744	737	762	727	543	3,513	703	2,970	743	
789	658AM	1	3454	44	48	49	45	27	213	43	186	47	Coach
	801AM	2	3447	41	25	37	28	33	164	33	131	33	40' - Coach
AM Totals				85	73	86	73	60	377	75	317	79	
	243PM	1	3044	20	15	17	23	26	101	20	75	19	40 Foot
	443PM	2	3044	23	30	26	22	23	124	25	101	25	40 Foot
PM Totals				43	45	43	45	49	225	45	176	44	
789 Total				128	118	129	118	109	602	120	493	123	
Grand Total				3,564	3,583	3,478	3,364	2,794	16,783	3,357	13,989	3,497	

21.24% 21.35% 20.72% 20.04% 16.65% 100.00%

653	131	780
9,450	1,890	781-A
1,036	207	782
1,529	306	783
3,513	703	785
602	120	789
16,783	3,357	Total

Maple Grove October 2013 Week "5"

Pick Eff 08/24/2013								Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
				Mon	Tue	Wed	Thu	Total	Avg	Total	Avg	
Route	Trip Time	Trip #	Run #	1028	1029	1030	1031		4		4	
780	553AM	1	3418	11	15	14	16	56	14	56	14	40 Foot
	625AM	2	3435	20	18	23	15	76	19	76	19	40 Foot
	656AM	3	3037	17	20	13	25	75	19	75	19	40 Foot
	728AM	4	3418	19	20	20	17	76	19	76	19	40 Foot
AM Totals				67	73	70	73	283	71	283	71	
780	335PM	1	3014	14	14	16	19	63	16	63	16	40 Foot
	404PM	2	3075	14	15	13	20	62	16	62	16	40 Foot
	432PM	3	3040	19	28	27	18	92	23	92	23	40 Foot
	514PM	4	3408	15	20	11	15	61	15	61	15	40 Foot
PM Totals				62	77	67	72	278	70	278	70	
780 Total				129	150	137	145	561	140	561	140	
781	520AM	Extra	3401	15	16	20	16	67	17	67	17	40' - Artic
	546AM	1	3414	30	36	31	28	125	31	125	31	Artic
	542AM	2	3409	35	44	40	40	159	40	159	40	40' - Artic
	553AM	3	3018	38	32	38	32	140	35	140	35	40 Foot
	622AM	4	3434	29	33	24	29	115	29	115	29	40 Foot
	610AM	5	3424	40	52	54	32	178	45	178	45	Artic
	641AM	6	3445	47	51	50	54	202	51	202	51	Artic
	647AM	7	3447	36	42	40	44	162	41	162	41	Coach
	654AM	8	3453	51	44	48	47	190	48	190	48	Artic
	642AM	9	3442	57	56	53	54	220	55	220	55	Artic
	708AM	10	3458	42	34	41	37	154	39	154	39	Artic
	710AM	11	3455	33	30	29	40	132	33	132	33	Coach
	654AM	12	3448	44	40	37	44	165	41	165	41	Artic
	722AM	13	3401	61	63	60	59	243	61	243	61	Artic
	727AM	14	3414	38	53	64	47	202	51	202	51	Artic
	712AM	15	3456	46	63	53	56	218	55	218	55	Artic
	738AM	16	3052	40	57	47	46	190	48	190	48	Artic
	725AM	17	3046	59	47	52	52	210	53	210	53	Artic
	755AM	18	3409	48	61	45	45	199	50	199	50	Artic
	804AM	19	3445	53	48	56	51	208	52	208	52	Artic
	802AM	20	3424	74	77	70	71	292	73	292	73	Artic
	1129AM	21	3011	14	15	16	9	54	14	54	14	40 Foot
AM Totals				930	994	968	933	3,825	956	3,825	956	
781	1212PM	1	3011	27	17	35	40	119	30	119	30	40 Foot
	212PM	2	3022	30	46	31	49	156	39	156	39	40 Foot
	309PM	3	3402	61	48	53	62	224	56	224	56	Artic
	332PM	4	3427	65	58	64	71	258	65	258	65	Artic
	340PM	5	3448	30	31	25	32	118	30	118	30	40' - Artic
	351PM	6	3435	46	55	48	78	227	57	227	57	Artic
	400PM	7	3438	56	69	57	66	248	62	248	62	Artic
	405PM	8	3426	38	45	50	61	194	49	194	49	Coach
	407PM	9	3443	33	27	29	33	122	31	122	31	Coach
	414PM	10	3026	50	28	45	19	142	36	142	36	Coach
	421PM	11	3078	40	63	44	49	196	49	196	49	Coach
	424PM	12	3409	38	37	28	41	144	36	144	36	40' - Coach
	430PM	13	3029	73	72	63	39	247	62	247	62	Artic
	435PM	14	3403	49	52	56	72	229	57	229	57	Artic
	441PM	15	3451	44	24	33	23	124	31	124	31	Coach
	455PM	16	3081	54	52	54	53	213	53	213	53	Artic
	456PM	17	3402	28	40	35	33	136	34	136	34	Artic
	504PM	18	3407	34	27	49	47	157	39	157	39	Artic
	506PM	19	3406	58	70	21	16	165	41	165	41	Artic
	518PM	20	3427	26	39	53	31	149	37	149	37	Artic
	532PM	21	3448	58	55	65	31	209	52	209	52	Artic
	602PM	22	3435	48	48	50	22	168	42	168	42	Artic
	632PM	23	3451	18	34	34	13	99	25	99	25	40' - Coach
PM Totals				1,004	1,037	1,022	981	4,044	1,011	4,044	1,011	
781 Total				1,934	2,031	1,990	1,914	7,869	1,967	7,869	1,967	

Maple Grove October 2013 Week "5"

Pick Eff 08/24/2013				Mon	Tue	Wed	Thu	Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
Route	Trip Time	Trip #	Run #	1028	1029	1030	1031	Total	Avg	Total	Avg	
782	530AM	1	3402	11	12	10	12	45	11	45	11	40 Foot
	559AM	2	3416	24	25	26	23	98	25	98	25	40' - Coach
	627AM	3	3436	24	27	26	25	102	26	102	26	40 Foot
	657AM	4	3452	25	27	21	27	100	25	100	25	40 Foot
	723AM	5	3459	30	24	30	27	111	28	111	28	40 Foot
AM Totals				114	115	113	114	456	114	456	114	
782	336PM	1	3428	21	21	17	28	87	22	87	22	40 Foot
	406PM	2	3433	37	38	30	34	139	35	139	35	40 Foot
	436PM	3	3410	24	22	25	22	93	23	93	23	40 Foot
	505PM	4	3416	15	24	17	16	72	18	72	18	40 Foot
	534PM	5	3443	10	9	14	9	42	11	42	11	40' - Coach
PM Totals				107	114	103	109	433	108	433	108	
782 Total				221	229	216	223	889	222	889	222	
783	533AM	1	3404	12	11	12	14	49	12	49	12	40 Foot
	601AM	2	3020	18	19	22	22	81	20	81	20	40 Foot
	628AM	3	3433	29	30	30	26	115	29	115	29	40' - Coach
	658AM	4	3451	37	49	48	44	178	45	178	45	Coach
	728AM	5	3404	28	27	33	25	113	28	113	28	40 Foot
	821AM	6	3433	21	23	20	22	86	22	86	22	Coach
AM Totals				145	159	165	153	622	156	622	156	
783	338PM	1	3437	22	22	19	35	98	25	98	25	Coach
	410PM	2	3424	35	44	42	47	168	42	168	42	Coach
	439PM	3	3419	45	42	44	39	170	43	170	43	Coach
	509PM	4	3437	34	31	39	25	129	32	129	32	Coach
	539PM	5	3438	13	19	18	5	55	14	55	14	40' - Artic
PM Totals				149	158	162	151	620	155	620	155	
783 Total				294	317	327	304	1,242	311	1,242	311	
785	520AM	Extra	3008	12	9	11	9	41	10	41	10	40' - Coach
	548AM	1	3411	21	22	25	23	91	23	91	23	Coach
	623AM	2	3431	36	47	34	34	151	38	151	38	Coach
	648AM	3	3033	39	55	40	49	183	46	183	46	Artic
	702AM	4	3008	48	38	42	42	170	43	170	43	Coach
	715AM	5	3457	52	64	48	47	211	53	211	53	Artic
	730AM	6	3411	44	45	48	54	191	48	191	48	Coach
	745AM	7	3460	34	35	37	35	141	35	141	35	Coach
	800AM	8	3416	29	37	33	32	131	33	131	33	Coach
	818AM	9	3033	51	43	38	38	170	43	170	43	Artic
AM Totals				366	395	356	363	1,480	370	1,480	370	
785	308PM	1	3452	20	25	27	29	101	25	101	25	40' - Coach
	333PM	2	3432	37	38	37	63	175	44	175	44	Artic
	403PM	3	3030	58	62	53	54	227	57	227	57	Artic
	411PM	4	3441	27	41	27	33	128	32	128	32	Coach
	434PM	5	3038	69	69	56	61	255	64	255	64	Artic
	448PM	6	3080	30	40	25	35	130	33	130	33	Coach
	502PM	7	3452	53	50	52	42	197	49	197	49	Coach
	533PM	8	3432	27	32	36	18	113	28	113	28	Artic
	603PM	9	3441	14	16	26	9	65	16	65	16	40' - Coach
PM Totals				335	373	339	344	1,391	348	1,391	348	
785 Total				701	768	695	707	2,871	718	2,871	718	
789	658AM	1	3454	41	38	42	44	165	41	165	41	Coach
	801AM	2	3447	39	27	34	27	127	32	127	32	40' - Coach
AM Totals				80	65	76	71	292	73	292	73	
789	243PM	1	3044	16	20	22	20	78	20	78	20	40 Foot
	443PM	2	3044	18	50	19	20	107	27	107	27	40 Foot
PM Totals				34	70	41	40	185	46	185	46	
789 Total				114	135	117	111	477	119	477	119	
Grand Total				3,393	3,630	3,482	3,404	13,909	3,477	13,909	3,477	

24.39% 26.10% 25.03% 24.47% 100.00%

561	140	780
7,869	1,967	781-A
889	222	782
1,242	311	783
2,871	718	785
477	119	789
13,909	3,477	Total

Maple Grove November 2013 Week "2"

Pick Eff 08/24/2013									Mon - Fri Total	Mon - Fri Avg	Mon - Thu Total	Mon - Thu Avg	Artic
Route	Trip Time	Trip #	Run #	1104	1105	1106	1107	1108					
780	553AM	1	3418	14	19	17	21	12	83	5	17	18	40 Foot
	625AM	2	3435	16	18	23	13	13	83	17	70	18	40 Foot
	656AM	3	3037	24	22	19	26	19	110	22	91	23	40 Foot
	728AM	4	3418	25	25	19	23	23	115	23	92	23	40 Foot
AM Totals				79	84	78	83	67	391	78	324	81	
780	335PM	1	3014	11	17	14	15	10	67	13	57	14	40 Foot
	404PM	2	3075	17	22	17	15	12	83	17	71	18	40 Foot
	432PM	3	3040	31	26	27	19	20	123	25	103	26	40 Foot
	514PM	4	3408	20	16	15	17	10	78	16	68	17	40 Foot
PM Totals				79	81	73	66	52	351	70	299	75	
780 Total				158	165	151	149	119	742	148	623	156	
781	520AM	Extra	3401	15	20	17	16	14	82	16	68	17	40' - Artic
	546AM	1	3414	29	33	36	37	25	160	32	135	34	Artic
	542AM	2	3409	46	46	47	45	30	214	43	184	46	40' - Artic
	553AM	3	3018	31	41	46	34	31	183	37	152	38	40 Foot
	622AM	4	3434	41	43	43	32	40	199	40	159	40	40 Foot
	610AM	5	3424	50	54	59	48	29	240	48	211	53	Artic
	641AM	6	3445	57	50	47	52	53	259	52	206	52	Artic
	647AM	7	3447	47	44	51	56	27	225	45	198	50	Coach
	654AM	8	3453	47	59	46	47	40	239	48	199	50	Artic
	642AM	9	3442	54	69	59	45	37	264	53	227	57	Artic
	708AM	10	3458	57	54	44	38	42	235	47	193	48	Artic
	710AM	11	3455	36	37	45	41	27	186	37	159	40	Coach
	654AM	12	3448	47	51	47	50	41	236	47	195	49	Artic
	722AM	13	3401	62	66	74	62	59	323	65	264	66	Artic
	727AM	14	3414	52	60	49	45	41	247	49	206	52	Artic
	712AM	15	3456	65	65	47	37	36	250	50	214	54	Artic
	738AM	16	3052	40	52	42	42	40	216	43	176	44	Artic
	725AM	17	3046	56	48	46	36	37	223	45	186	47	Artic
	755AM	18	3409	45	35	44	48	38	210	42	172	43	Artic
	804AM	19	3445	43	49	50	36	36	214	43	178	45	Artic
	802AM	20	3424	50	55	56	72	49	282	56	233	58	Artic
	1129AM	21	3011	9	7	20	12	17	65	13	48	12	40 Foot
AM Totals				979	1,038	1,015	931	789	4,752	950	3,963	991	
781	1212PM	1	3011	34	30	38	33	50	185	37	135	34	40 Foot
	212PM	2	3022	34	33	27	31	60	185	37	125	31	40 Foot
	309PM	3	3402	51	65	62	57	69	304	61	235	59	Artic
	332PM	4	3427	59	61	53	46	51	270	54	219	55	Artic
	340PM	5	3448	29	35	27	30	29	150	30	121	30	40' - Artic
	351PM	6	3435	42	61	46	47	34	230	46	196	49	Artic
	400PM	7	3438	53	64	64	70	40	291	58	251	63	Artic
	405PM	8	3426	50	44	46	36	22	198	40	176	44	Coach
	407PM	9	3443	32	43	51	24	51	201	40	150	38	Coach
	414PM	10	3026	33	32	21	40	23	149	30	126	32	Coach
	421PM	11	3078	59	58	56	50	40	263	53	223	56	Coach
	424PM	12	3409	31	48	53	42	34	208	42	174	44	40' - Coach
	430PM	13	3029	83	68	41	53	34	279	56	245	61	Artic
	435PM	14	3403	54	66	65	47	54	286	57	232	58	Artic
	441PM	15	3451	34	35	47	33	29	178	36	149	37	Coach
	455PM	16	3081	65	56	64	64	44	293	59	249	62	Artic
	456PM	17	3402	49	48	36	41	35	209	42	174	44	Artic
	504PM	18	3407	48	39	56	42	36	221	44	185	46	Artic
	506PM	19	3406	39	36	18	18	19	130	26	111	28	Artic
	518PM	20	3427	33	37	45	37	32	184	37	152	38	Artic
	532PM	21	3448	64	57	59	56	38	274	55	236	59	Artic
	602PM	22	3435	38	45	61	36	32	212	42	180	45	Artic
	632PM	23	3451	20	16	25	20	10	91	18	81	20	40' - Coach
PM Totals				1,034	1,077	1,061	953	866	4,991	998	4,125	1,031	
781 Total				2,013	2,115	2,076	1,884	1,655	9,743	1,949	8,088	2,022	

Maple Grove November 2013 Week "2"

Pick Eff 08/24/2013										Mon - Fri Total	Mon - Fri Avg	Mon - Thu Total	Mon - Thu Avg	Artic
Route	Trip Time	Trip #	Run #	1104	1105	1106	1107	1108						
782	530AM	1	3402	10	9	11	11	9	50	10	41	10		40 Foot
	559AM	2	3416	20	27	25	22	20	114	23	94	24		40' - Coach
	627AM	3	3436	30	30	34	31	22	147	29	125	31		40 Foot
	657AM	4	3452	31	31	27	28	20	137	27	117	29		40 Foot
	723AM	5	3459	20	20	29	19	18	106	21	88	22		40 Foot
AM Totals				111	117	126	111	89	554	111	465	116		
782	336PM	1	3428	28	18	24	23	24	117	23	93	23		40 Foot
	406PM	2	3433	41	39	36	36	21	173	35	152	38		40 Foot
	436PM	3	3410	21	29	25	25	14	114	23	100	25		40 Foot
	505PM	4	3416	15	17	22	15	11	80	16	69	17		40 Foot
	534PM	5	3443	11	15	17	8	12	63	13	51	13		40' - Coach
PM Totals				116	118	124	107	82	547	109	465	116		
782 Total				227	235	250	218	171	1,101	220	930	233		
783	533AM	1	3404	13	14	12	11	7	57	11	50	13		40 Foot
	601AM	2	3020	22	18	18	18	14	90	18	76	19		40 Foot
	628AM	3	3433	34	25	38	31	26	154	31	128	32		40' - Coach
	658AM	4	3451	40	52	42	47	40	221	44	181	45		Coach
	728AM	5	3404	28	42	30	27	27	154	31	127	32		40 Foot
	821AM	6	3433	29	25	20	17	17	108	22	91	23		Coach
AM Totals				166	176	160	151	131	784	157	653	163		
783	338PM	1	3437	17	26	22	24	25	114	23	89	22		Coach
	410PM	2	3424	45	48	47	35	30	205	41	175	44		Coach
	439PM	3	3419	42	56	48	48	33	227	45	194	49		Coach
	509PM	4	3437	40	33	25	28	15	141	28	126	32		Coach
	539PM	5	3438	19	13	18	16	9	75	15	66	17		40' - Artic
PM Totals				163	176	160	151	112	762	152	650	163		
783 Total				329	352	320	302	243	1,546	309	1,303	326		
785	520AM	Extra	3008	12	10	11	10	5	48	10	43	11		40' - Coach
	548AM	1	3411	27	33	28	25	15	128	26	113	28		Coach
	623AM	2	3431	36	34	45	38	30	183	37	153	38		Coach
	648AM	3	3033	44	62	51	63	42	262	52	220	55		Artic
	702AM	4	3008	39	49	55	41	31	215	43	184	46		Coach
	715AM	5	3457	58	58	43	47	37	243	49	206	52		Artic
	730AM	6	3411	50	45	43	54	36	228	46	192	48		Coach
	745AM	7	3460	27	42	34	33	22	158	32	136	34		Coach
	800AM	8	3416	48	37	35	31	25	176	35	151	38		Coach
	818AM	9	3033	36	33	28	39	29	165	33	136	34		Artic
	AM Totals			377	403	373	381	272	1,806	361	1,534	384		
785	308PM	1	3452	24	30	19	32	28	133	27	105	26		40' - Coach
	333PM	2	3432	43	39	37	34	45	198	40	153	38		Artic
	403PM	3	3030	43	76	55	61	39	274	55	235	59		Artic
	411PM	4	3441	37	42	40	38	21	178	36	157	39		Coach
	434PM	5	3038	62	70	67	61	47	307	61	260	65		Artic
	448PM	6	3080	36	30	34	45	19	164	33	145	36		Coach
	502PM	7	3452	63	53	58	45	28	247	49	219	55		Coach
	533PM	8	3432	24	33	28	21	17	123	25	106	27		Artic
	603PM	9	3441	24	12	18	21	12	87	17	75	19		40' - Coach
PM Totals				356	385	356	358	256	1,711	342	1,455	364		
785 Total				733	788	729	739	528	3,517	703	2,989	747		
789	658AM	1	3454	38	38	46	38	26	186	37	160	40		Coach
	801AM	2	3447	41	27	41	33	35	177	35	142	36		40' - Coach
AM Totals				79	65	87	71	61	363	73	302	76		
	243PM	1	3044	21	14	19	21	21	96	19	75	19		40 Foot
	443PM	2	3044	19	24	21	21	20	105	21	85	21		40 Foot
PM Totals				40	38	40	42	41	201	40	160	40		
789 Total				119	103	127	113	102	564	113	462	116		
Grand Total				3,579	3,758	3,653	3,405	2,818	17,213	3,443	14,395	3,599		

20.79% 21.83% 21.22% 19.78% 16.37% 100.00%

742	148	780
9,743	1,949	781-A
1,101	220	782
1,546	309	783
3,517	703	785
564	113	789
17,213	3,443	Total

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/26/13

Item Number: E.

Agenda Item: Discussion with Metro Transit Management Staff

Steve McLaird and Brian Funk from Metro Transit will be in attendance to discuss with the Commission the general operational aspects of the Maple Grove Transit service and what Metro Transit, as the contracted service provider, can do to improve the overall function and success of the program.

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/26/13

Item Number: F.

Agenda Item: Update on Parkway Station Phase 2

Background

Maple Grove Transit completed Parkway Transit Station Phase I in February 2011. Phase I of this project included a 501-stall surface park-and-ride lot, dedicated bus way and indoor passenger station. The project was funded with federal, state, and City transit funds. In anticipation of future growth, Phase I included the footings and foundation for a future one level parking structure. Parkway Station, located on Maple Grove Parkway across the street from the Maple Grove Hospital, is served by Route 785, which presently has nine express trips to and from Minneapolis.

On many days in recent months, 75 percent of the Phase I stalls were utilized by park-and-ride commuters due to strong ridership growth on the Route 785. As a result, Maple Grove Transit sought to move forward with Phase II. This phase involves expanding the existing 501-stall surface park-and-ride lot by constructing 298 additional parking stalls of structured parking (one level) for a total of 799 stalls at this site. The concrete parking ramp will be constructed using the post-tensioned cast-in-place method and will have a brick and precast exterior. The total project cost is approximately \$5.3 Million, which includes design, construction, and concrete testing. The project cost are covered by grants through the Minnesota Department of Transportation and the Metropolitan Council

Morcon Construction was awarded the general contractor construction bid. Construction began in July 2013 and will likely last through December 2013. During construction, Route 785 bus operations and commuter parking have been relocated from Parkway Station to the parking lot in The Grove retail development located in front of Slumberland at 15794 Grove Circle North. The City added a temporary bus stop on Grove Circle and two small bus shelters. The Route 785 trip time schedules were not changed due to the construction.

Update

- The City has contracted with Maple Grove Hospital to provide 20 overflow parking stall in their lot for use by Route 785 commuters when the Slumberland temporary lot is full.
- The general contractor is estimating that they will turn over the majority of the parking back to the City on December 9, 2013. However, they will block off the structured parking for another week or so while they finish work like the stair towers and stall stripping as well as allow some of the concrete to cure longer. Commuters would be able to use the surface stalls and the station. Some items would be finished next spring,

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/26/13

Item Number: G.

Agenda Item: Approval of Title VI Plan

In March 2011, the Transit Commission was presented the Maple Grove Transit Policy Manual, which is a set of policies that provide a general framework how the City of Maple Grove will govern its transit operations. More specifically, the adoption of the Policy Manual is directed toward ensuring compliance with all applicable federal regulations as condition to receiving federal funds for vehicles and facilities. The Policy Manual provides the mechanism to satisfactorily demonstrate that its contracted bus service providers are also in compliance with applicable federal regulations and that the City is adequately monitoring that compliance. The Policy Manual sets the procedures to satisfactorily demonstrate that the City of Maple Grove is providing adequate monitoring, oversight and control over its federally funded facilities and vehicles.

The end result of implementing the Policy Manual is an environment to help ensure that Maple Grove Transit services and facilities are operated in safe, reliable, and cost-effective manner and made available to the general public regardless of race, color, national origin or disability.

The Policy Manual includes the following chapters:

- Chapter 1 - Americans With Disabilities Act (ADA)
- Chapter 2 - Drug and Alcohol
- Chapter 3 - Title VI of Civil Rights
- Chapter 4 - Maintenance
- Chapter 5 - Lobbying
- Chapter 6 - Suspension and Debarment
- Chapter 7 - Buy American
- Chapter 8 - Procurement
- Chapter 9 - Safety and Security
- Chapter 10 - Satisfactory Continuing Control
- Chapter 11 - Grant Management
- Chapter 12 - Charter Service

The Policy Manual was adopted by the Maple Grove City Council on March 21, 2011. The above chapters may be amended or added to from time to time as the situation dictates or as federal policies change. Federal regulations require transit system on a three-year basis update and re-approve their Title VI plan (Chapter 3 approve). Attached for the Transit Commission to review and approve is the updated Title VI plan for Maple Grove Transit.

The following are a summary of the major changes or updates:

- Due to changes in federal regulations for bus systems with fewer than 50 buses, Maple Grove no longer needs have the following components in the Plan:
 - Collect Demographic Data
 - Evaluate Fare Changes
 - Evaluate Service Changes
 - Service Monitoring
- A section was added to describe what efforts the City of Maple Grove undertakes to encourage members of minority populations to seek membership to the Transit Commission. Also, a table was added showing the racial make-up of the current members of the Transit Commission.
- The driver and staff surveys were re-administered update the level of interaction with Limited English Persons (LEPS).
- Updated the demographic data related to LEPs.

Action: Motion that the Maple Grove Transit Commission approve the 2013 Title VI Plan Update.

Maple Grove Transit Policy Manual - Chapter 3: Title VI

I. Introduction / Plan Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

The City of Maple Grove is committed to ensuring that no person is excluded from participation in, or denied the benefits of transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A. This plan was developed to guide the City of Maple Grove in administration and management of Title VI-related activities.

Title VI Manager Contact information:

Michael Opatz
Transit Administrator
City of Maple Grove
P.O. Box 1180
12800 Arbor Lakes Parkway
Maple Grove, MN 55311
Phone: 763-494-6001

II. Title VI Information Dissemination

- Title VI information posters called "Commitment to Fairness" shall be prominently and publicly displayed in the Maple Grove Transit facilities, website, hand schedules and on their revenue vehicles. The name of the Title VI Manager is available on the website, at www.maplegrovetransit.org. (See **Appendix 1**).
- A complete copy of the approved Title VI plan will be posted on the City of Maple Grove's website. The original document will be filed in the Transit Administrator's office and available to public for review upon request. Complete copies will be provided to the public upon request. The document will be translated to other languages upon request.
- All City of Maple Grove employees with material and direct involvement with the Maple Grove Transit program shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (see **Appendix 2**). During New Employee Orientation, new employees with material and direct involvement with the Maple Grove Transit shall be informed of the provisions of Title VI, and the City of Maple Grove's

Maple Grove Transit Policy Manual - Chapter 3: Title VI

expectations to perform their duties accordingly and be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (see **Appendix 2**).

- Title VI information shall be disseminated to the City of Maple Grove employees annually via the Employee bulletin board and city-wide e-mail. This process reminds employees of The City of Maple Grove's policy statement, and of their Title VI responsibilities in their daily work and duties.

III. Subcontracts and Vendors

All subcontractors and vendors who receive payments from the City of Maple Grove where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

IV. Record Keeping

The Title VI Manager will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the of Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

V. Title VI Complaint Procedures

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Contact information including: Name, mailing address, telephone number, cell phone number and email address
- Description of the incident including how, when, where and why you believe you were discriminated against. Names and contact information for all witnesses.
- Other relevant information

The Title VI complaints are to be submitted in writing to Micahel Opatz at the following address:

Michael Opatz
Transit Administrator
City of Maple Grove
P.O. Box 1180

Maple Grove Transit Policy Manual - Chapter 3: Title VI

12800 Arbor Lakes Parkway
Maple Grove, MN 55311
Phone: 763-494-6001

It is the responsibility of the complainant to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Manager as soon as possible, but no later than 180 days from the alleged date of discrimination.

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by will be directly addressed by the City of Maple Grove and shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, The City of Maple Grove shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven days. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

All complaints will be thoroughly investigated. The investigation will be conducted in a full, fair and impartial manner by the Title VI Manager. Results of the investigation will be presented to the Maple Grove City Council for a determination. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints. Complaints will be determined to be substantiated, not substantiated or inconclusive. Following the investigation, the City of Maple Grove will send a final written response letter to the complainant identifying the final determination. In the letter notifying complainant that the complaint is not substantiated the complainant will be advised of his or her right to:

1. appeal within seven calendar days of receipt of the final written decision from , and/or
2. file a complaint externally with the U.S. Department of Transportation and/or the FTA.

As part of the appeal process, the City will notify the complainant in writing that they have the right to:

- be represented by an attorney or other representative of his/her own choosing.
- to bring witnesses and present testimony and evidence as part of the appeal process.

The City will maintain Title VI Complaint log to summarize and track all complaints. See **Appendix 3** for a copy of the log.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR

1200 New Jersey Ave., SE
Washington, DC 20590

VI. Limited English Proficiency (LEP) Plan

The City of Maple Grove has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Maple Grove Transit services including Fixed Route and Dial-a-Ride transportation services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates. In developing the plan, the City of Maple Grove undertook a U.S. Department of Transportation four factor LEP analysis which considered the following:

- 1) number or proportion of LEP persons eligible in the City of Maple Grove service area who maybe served or likely to encounter a The City of Maple Grove program, activity, or service;
- 2) frequency with which LEP individuals come in contact with the City of Maple Grove services;
- 3) nature and importance of the program, activity or service provided by the City of Maple Grove to the LEP population; and
- 4) resources available to the City of Maple Grove and overall cost to provide LEP assistance. A brief description of these considerations is provided in the following section.

See **Appendix 4** for a copy of the LEP Plan.

VII. Community Outreach

The City of Maple Grove has undertaken the following community outreach efforts to engage the public in planning and decision-making processes, as well as its marketing and outreach activities:

- Utilizes an eight-member Transit Commission “advisory committee” to provide user input into the operation and planning of the system. The group is made up of daily riders who are Maple Grove residents.

Maple Grove Transit Policy Manual - Chapter 3: Title VI

- **Appendix 5** includes a table depicting the racial breakdown of the membership of the Maple Grove Transit Commission. It also includes a sample application and process used to recruit members when vacancies occur on the Commission.
- Has established a website at www.maplegrovetransit.org to post information, policies, maps, schedules, news, rider alerts, meeting notices. This website clearly states contact information for Maple Grove and list the “Commitment to Fairness” policy.
- Has a system called “eSubscribe” to send out broadcast e-mails to bus riders and other interested individuals about information, policies, maps, schedules, news, rider alerts, meeting notices.
- Rider Alert flyers are directly distributed to bus riders on bus by the drivers and posted at the five park-and-ride lots.
- Bus Schedules and map are distributed in public places like the Maple Grove Transit Station, Cub Foods (grocery store), Maple Grove Community Center, Maple Grove Governments Center and Maple Grove Library. This brochure clearly states contact information for Maple Grove and list the “Commitment to Fairness” policy.
- About every five years, a comprehensive user survey is undertaken and other subject specific surveys are used as needed.
- Maple Grove City Council meeting notices and agenda are posted per the State of Minnesota open meeting statutes. Transit business items for the City Council meeting are included in the agenda. Agendas are available online and meetings are broadcasted on cable TV and streamed to the City website.

The public will be invited to participate in the planning and decision process whether through public meetings or surveys whenever major service changes are contemplated. The public is invited to attend all City Council and Transit Commission meetings.

Citizens and passengers may call or e-mail the City of Maple Grove to lodge a complaint or comment. All complaints/comments are distributed to a designated the City of Maple Grove employee to research the complaint and responds to the complainant. Complaints are archived.

VIII. . System Wide Standards and Policies

Title VI requires providers with 50 vehicles or less to adopt system wide standards and policies.

Service Standards

Maple Grove Transit Policy Manual - Chapter 3: Title VI

- Vehicle Loads: Trip ridership on Maple Grove Transit express trips are reviewed monthly to look for patterns of standing loads. When an individual trip experiences ten or more standees at least three times a week for three straight weeks, the trip is examined for possible solutions to reduce the number of standees in the context of available financial and vehicle resources.
- Vehicle Headways: For express routes serving downtown Minneapolis, Maple Grove Transit has a goal of at least 45 minutes headways with a minimum of four trips per route. For express routes serving the University of Minnesota, Maple Grove Transit has a goal of at least 60 minutes headways with a minimum of two trips per route.
- On-Time Performance: The goal is that 90 percent of the trips are on time for all regular route service. Due to the nature of express bus service an “on-time trip” is defined as a trip that is not more one minute early and not more than five minutes late. However, note for those timepoints classified as “drop-off” timepoints in the schedule buses can be early due to the nature of the express bus service. An analysis will be done annually using AVL data from the month of October to determine compliance with this policy.
- Distribution of Transit Amenities: Maple Grove Transit express is a “flag” service meaning we stop anywhere that is safe to stop along the route if a customer flags down the driver. As a result, shelters and stations are not placed along the route with the exception at park-and-ride lot. The goal of each express route is to place the park-and-ride at or near the end of the local portion of the route. All park-and-ride shall have at least 50 parking stalls. A shelter is defined as a rider waiting facility that is not fully heated and cooled and does not include restrooms. All park-and-rides will have a rider shelter that is at least 5 feet by 12 feet. A station is defined as a more substantial rider waiting facility with a full HVAC system, restrooms, and security cameras. A route must have at least eight inbound express trips to be considered for a station. All stations will be dependent on available funding. All stations and shelters will display bus service information, lighting, and trash cans.
- Service Availability: Maple Grove Transit is primarily a commuter express service and as a result the service has evolved with the philosophy that there is one main express route (781) located in the general center of the city that will have the most trips and the largest station/park-and-ride facility. That main route is also supplemented with five satellite express routes with fewer trips and smaller park-and-ride facilities. If you divide the City into four equal quadrants that at least one express and park-and-ride route be located in each quadrant with no city residence further than four miles from a park-and-ride lot. Due to the weight and noise of commuter express buses, it is a goal that 90 percent of the route miles of the local portion of the route are operated within the City on streets that are not classified as “local” streets per the street classification system included in the City of Maple Grove’s Transportation Plan. Collector and arterial streets are the preferred streets to locate and operate the local portion of express bus routes.

Service Policies

Maple Grove Transit is primarily a commuter express service and as result the service has evolved with the philosophy that there is one main express route (781) located in the general center of the city that will have the most trips and the largest station/park-and-ride facility. That main route is also supplemented with five satellite express routes with fewer trips and smaller park-and-ride facilities. Maple Grove Transit express is a “flag” service meaning we stop anywhere that is safe to stop along the route if a customer flags down the driver. As a result, shelters and stations are not placed along the route with the exception at park-and-ride lot. The goal of each express route is to place the park-and-ride at or near the end of the local portion of the route. Buses are assigned to trips based on historical ridership figures and current trends to best match vehicle sizes to ridership demand. Due to the weight and noise of commuter express buses, it is a goal that 90 percent of the route miles of the local portion of the route are operated within the City on streets that are not classified as “local” streets per the street classification system included in the City of Maple Grove’s Transportation Plan. Collector and arterial streets are the preferred streets to locate and operate the local portion of express bus routes.

Additional Service Policies are incorporated within the Maple Grove Transit Policy Manual, which was adopted to set policies that provide a general framework how the City of Maple Grove will govern its transit operations.

More specifically, the adoption of the Policy Manual is directed toward ensuring compliance with all applicable federal regulations as condition to receiving federal funds for vehicles and facilities. The Policy Manual provides the mechanism to satisfactorily demonstrate that its contracted bus service providers are also in compliance with applicable federal regulations and that the City is adequately monitoring that compliance. The Policy Manual sets the procedures to satisfactorily demonstrate that the City of Maple Grove is providing adequate monitoring, oversight and control over its federally funded facilities and vehicles.

The end result of implementing the Policy Manual is an environment to help ensure that Maple Grove Transit services and facilities are operated in safe, reliable, and cost-effective manner and made available to the general public regardless of race, color, national origin or disability.

The Policy Manual includes the following chapters:

- Chapter 1 - Americans With Disabilities Act (ADA)
- Chapter 2 - Drug and Alcohol
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- Chapter 6 - Suspension and Debarment
- Chapter 7 - Buy American
- Chapter 8 - Procurement
- Chapter 9 - Safety and Security
- Chapter 10 - Satisfactory Continuing Control
- Chapter 11 - Grant Management

- Chapter 12 - Charter Service

IX. Plan Updates.

This plan will be updated every three years.

Appendix 1

City of Maple Grove Commitment to Fairness

The City of Maple Grove pledges that you will have access to all our programs, services and benefits without regard to race, color, national origin, sex, age, disability or socioeconomic status. The City of Maple Grove will not tolerate discrimination by its employees or entities it contracts with for products and services. The City of Maple Grove prohibits all discriminatory practices that may result in an individual:

- Being denied any service, financial aid or benefit provided under a program to which he or she may be otherwise entitled.
- Being held to different standards or requirements for participation.
- Experiencing segregation or separate treatment in any part of a program.
- Being subject to distinctions in quality, quantity or manner in which a benefit is provided.
- Experiencing discrimination in any activities conducted in a City of Maple Grove facility built in whole or part with Federal funds.

These rights are guaranteed to you under Title VI of the Civil Rights Act of 1964, which says in part:

- No person in the United State shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. (42 U.S.C. Sec200d)

In addition, Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, 1994 provides:

- Each Federal agency shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations.

If you believe that you have been discriminated against in relationship to the City of Maple Grove because of your race, color, national origin, sex, age, disability or socioeconomic status, you may file a written complaint with the City of Maple Grove at this address:

- Transit Administrator, City of Maple Grove, **P.O. Box 1180**, 12800 Arbor Lakes Parkway, Maple Grove, MN 55311

Appendix 2

Acknowledgement of Receipt of Title VI Plan

All City of Maple Grove employees with material and direct involvement with the Maple Grove Transit program are expected to consider, respect, and observe this Plan in their daily work and duties. If a citizen approaches you with a question or a complaint, direct him or her to the City Administrator who is the Title VI Manager.

I hereby acknowledge the receipt of the City of Maple Grove Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

Your signature

Print your name

Date

Maple Grove Transit Policy Manual - Chapter 3: Title VI

Appendix 3 Title VI Complaint Log

<u>Case #</u>	<u>Complainant</u>	<u>Address</u>	<u>Date Filed</u>	<u>Status</u>	<u>Disposition</u>

Appendix 4



Maple Grove Transit

Limited English Proficiency Plan

This Limited English Proficiency Plan has been prepared to address the City of Maple Grove's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills accessing the services offered by Maple Grove Transit. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal transit funds, including the City of Maple Grove where applicable relating to Maple Grove Transit services and facilities.

The City of Maple Grove has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency [LEP] who wish to access services provided by the transit authority. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, The City of Maple Grove undertook the U.S. DOT four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a City of Maple Grove program, activity or service.
2. The frequency with which LEP persons come in contact with the City of Maple Grove programs, activities or services.
3. The nature and importance of programs, activities or services provided by the City of Maple Grove to the LEP population.

Maple Grove Transit Policy Manual - Chapter 3: Title VI

4. The resources available to the City of Maple Grove and overall cost to provide LEP assistance.

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a City of Maple Grove program, activity or service.

The City of Maple Grove staff reviewed the 2007-2011 U.S. Census American Community Survey Report and determined that 60,241 persons live in the City of Maple Grove. A total of 6,581 or 11.7% of the persons indicated they speak a language other than English at home, see chart below. There are a total of 3 non-English languages spoken in the City of Maple Grove that constitute at least one percent of the population.

Age 5+ by Language Spoken at Home
Based on 2007-2011 American Community Survey 5-year Estimate of 56,117

Classification	Population Totals	Percentage of Total
Only English	49,536	88.3%
Asian/Pacific Islander	1,733	3.1%
IndoEuropean	2,574	4.6%
Spanish	1,606	2.9%
Other	673	1.2%

Source: B16001. LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER – Universe: POPULATION 5 YEARS AND OVER Data Set: 2007-2011 American Community Survey 5-Year Estimates Survey: American Community Survey)

Age 5+ by Language Spoken at Home
Based on 2013 Estimate of 60,013

Classification	Population Totals	Percentage of Total
Only English	53,194	88.64%
Asian/Pacific Islander	1,773	2.95%
IndoEuropean	2,686	4.48%
Spanish	1,696	2.83%
Other	664	1.11%

Source: City of Maple Grove Demographics, Estimated for Year 2013, produced by Nielsen Claritas.

In further examination of current demographic data, City staff found that in the City of Maple Grove, 470 persons or 0.84% of the population figures of 56,117 have limited English proficiency; that is, they speak English less than “very well”. See details below.

56,117	Total Population
49,536	Speak only English
1,601	Speak Spanish:
1,165	Speak English "very well"
436	Speak English less than "very well"
40	Speak other Indo-European languages:
40	Speak English "very well"
0	Speak English less than "very well"

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188	Speak Asian and Pacific Island languages:
169	Speak English "very well"
19	Speak English less than "very well"
15	Speak other languages:
0	Speak English "very well"
15	Speak English less than "very well"

(Source: B16001. LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER – Universe: POPULATION 5 YEARS AND OVER Data Set: 2007-2011 American Community Survey 5-Year Estimates Survey: American Community Survey)

2. The frequency with which LEP persons come in contact with the City of Maple Grove programs, activities or services.

The City of Maple Grove assessed the frequency with which staff and drivers have or could have contact with LEP persons. This includes documenting phone inquiries and surveying vehicle operators. To date, the City of Maple Grove has had zero requests for interpreters and zero requests for translated Maple Grove Transit documents. **Exhibit A** is the driver and staff survey. **Exhibit B** is the log to record inquiries for requests for interpreters and requests for translated Maple Grove Transit documents.

In October 2013, Maple Grove Transit surveyed the ten drivers and three Customer Service Representatives (CSR) from the dial-a-ride program. Six of the ten drivers recalled in the past 30 days coming in contact with an LEP customer. The seven drivers stated that they had between one to three LEP contacts on a weekly basis with a 1.83 average. Only one driver of the seven drivers stated that they provided assistance to an LEP customer, and that drivers stated it happens between one to three times a week. All three of the CSRs surveyed stated that they do not recall in the past 30 days coming in contact with an LEP customer.

The dial-a-ride driver surveys failed to identify one or two languages as being the dominant language among those LEP customers who were provided assistance. . The driver listed the following survey responses as to the non-English languages spoken: Various African and Eastern Europe, Spanish, El Salvador, Russian, Africa, Liberia, Somali,

The express route drivers were also surveyed in October 2013 with 65 of the 71 drivers completing the survey. Six drivers were either on medical leave or just transferred out of the garage. Only 7 of the surveyed drivers stated that they had a LEP contact within the past 30 days. With those seven drivers the frequency of contact ranged from one to five times a week with an average of 2.4 times per week. Only three of the seven driver stated that they provided assistance to an LEP person, which ranged from one to five times per week with an average of 1.4 times per week. Only three of the seven drivers thought they knew the language that the LEP person spoke. The drivers listed: Hmong, Swahili, and Spanish.

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In October 2012, Maple Grove Transit surveyed the six City staff persons in the Administration Department that have contact with the general public regarding transit matters via the phone, walk-ins, or e-mail. All six staffers reported that they had zero LEP contacts in the past 30 days.

3. The nature and importance of programs, activities or services provided by the City of Maple Grove to the LEP population.

There is no large geographic concentration of any type LEP individuals in the City of Maple Grove service area. The overwhelming majority of the population, in the City of Maple Grove speak only English. As a result, there are few social services, professional and leadership organizations within the City of Maple Grove service area that focus on outreach to LEP individuals. The City of Maple Grove provides two transportation services that serve the general public, which include the commuter express and the demand response [dial-a-ride] system. These services on a rare occasion may encounter LEP individuals which serves the general public.

4. The resources available to the City of Maple Grove and overall cost to provide LEP assistance.

The City of Maple Grove assessed its available resources that could be used for providing LEP assistance, and has determined that it could afford a professional interpreter and translation service on an as-needed basis. Furthermore, has determined that its pocket schedule and dial-a-ride brochure would be the two most important documents to be translated if the need should arise. Finally, the City of Maple Grove could partner with for outreach and translation efforts with outside organizations given such services do not exist within the organization.

The amount of staff and driver training that might be needed was also considered. Based on the four-factor analysis, the City of Maple Grove developed its LEP Plan as outlined in the following section.

Limited English Proficiency [LEP] Plan Outline

The City of Maple Grove has narrowed down the options to assist LEP individuals to utilize Fixed Route and Dial-a-Ride transportation services. Professional interpreter and document translation services will be provided as needed given the overall low percentage of LEP persons within the City of Maple Grove.

Language Assistance Measures

Although there is a very low percentage in the City of Maple Grove of LEP individuals, that is, persons who speak English “not well” or “not at all”, the City of Maple Grove will ensure that the following measures are in place:

- The City of Maple Grove Title VI Policy and Limited English Proficiency Plan will be posted on the agency website: at www.maple-grove.mn.us.
- When an interpreter is needed, in person or on the telephone, staff will attempt to determine what language is required and then access language assistance service.

Staff Training

The following training will be provided to City of Maple Grove staffs that are directly involved with the Maple Grove Transit services:

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- Information on the City of Maple Grove's Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Documentation of language assistance and document translation requests via **Exhibit B**.
- How to handle a potential Title VI/LEP complaint.

Outreach Techniques

Due to the small local LEP population, City of Maple Grove initiated outreach activities are expected to be minimal, but the following procedure will be utilized as the need arises:

- When staff prepares a document, or schedules a meeting, for which the target audience is expected to consist of primarily LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.
- Bus schedules, maps, and other transit publications will be made available online in an alternative language when and if a specific and concentrated LEP population is identified.

Monitoring and Updating the LEP Plan

The City of Maple Grove will update the LEP every three years as required by the U.S. DOT. In addition the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the City of Maple Grove service area.

Dissemination of the City of Maple Grove LEP Plan

A link to the City of Maple Grove LEP Plan and the Title VI Plan will be included on the Maple Grove Transit website, www.maplegrovetransit.org

Any person or agency with internet access will be able to access and download the plan from The City of Maple Grove website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person, and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which the City of Maple Grove will provide, if feasible. Questions or comments regarding the LEP Plan may be submitted to the City of Maple Grove as follows:

Michael Opatz
Transit Administrator
City of Maple Grove
P.O. Box 1180
12800 Arbor Lakes Parkway
Maple Grove, MN 55311
Phone: 763-494-6001

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Exhibit A

Maple Grove Transit Limited English Proficiency Plan 2013 Driver Survey

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination.

As a result, to ensure compliance with the above federal regulations, Maple Grove Transit has developed a Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with **limited English proficiency [LEP]** who wish to access services provided by Maple Grove Transit. An LEP person is defined as person who does not speak English as their primary language and have limited ability to read, speak, write or understand English.

One component of Maple Grove Transit's Limited English Proficiency Plan includes a driver survey to help assess the number and frequency that LEP persons use Maple Grove Transit. Please complete the survey by **November 1, 2013** and return to the MJR Garage Dispatch Office. Your Driver Badge ID and completion date must be filled in below. Your assistance is greatly appreciated. Thank you.

1. In the past 30 days, do recall coming into contact with LEP bus riders while driving a Maple Grove Transit bus?
a. ____ Yes b. ____ No (*Check one response – If yes, continue to question 2, if no, your survey is complete*).
2. If yes to question 1, on average, how many times a week do you come into **contact** with LEP bus riders while driving a Maple Grove bus? ____
3. If yes to question 1, on average, how many times a week do you **provide assistance** to LEP bus riders while driving a Maple Grove bus? ____
4. If yes to question 1, if known, please list the non-English languages spoken by the LEP bus riders you encountered on the Maple Grove buses: _____

Driver Name and Badge ID # _____
Date Completed _____

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Maple Grove Transit 2013 Limited English Proficiency Plan Dial-A-Ride Survey of Drivers and Customer Service Reps

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency (LEP), indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination.

As a result, to ensure compliance with the above federal regulations, Maple Grove Transit has developed a Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with **Limited English Proficiency [LEP]** who wish to access services provided by Maple Grove Transit. An LEP person is defined as person who does not speak English as their primary language and have limited ability to read, speak, write or understand English.

One component of Maple Grove Transit's Limited English Proficiency Plan includes a survey to help assess the number and frequency that LEP persons use Maple Grove Transit. Please complete the survey by **November 1, 2013** and return to the Bill Patten. Your name or Driver Badge ID and completion date must be filled in below. Your assistance is greatly appreciated. Thank you.

1. In the past 30 days, do recall coming into contact with LEP customers while driving a Maple Grove Dial-A-Ride bus or on the phone as Customer Service Rep?
 - a. ☐ Yes b. ☐ No *(Check one response – If yes, continue to question 2, if no, your survey is complete).*
2. If yes to question 1, on average, how many times a week do you come into **contact** with LEP customer? _____
3. If yes to question 1, on average, how many times a week do you **provide assistance** to a LEP customer? _____
4. If yes to question 1, if known, please list the non-English languages spoken by the LEP customer you encountered: _____

Name or Badge ID # _____
Driver or Customer Service Reps (Circle One)
Date Completed _____

Exhibit B

**Log to Record Inquiries for Requests for Interpreters and Requests
for Translated Maple Grove Transit Documents.**

Date of Inquiry or Request: _____

Request for Interpreter: _____ yes _____ no

- Language _____

Request for Translated Document: _____ yes _____ no

- Language _____
- Name of Document _____

Contact Info for Person Making the Request _____

Summary of Action and Conclusion _____

Appendix 5

Appendix 5 includes a table depicting the racial breakdown of the membership of the Maple Grove Transit Commission. It also includes a sample application and process used to recruit members when vacancies occur on the Commission.

Transit Commission Member Name	Reported Race
Teri Anderson	white
Mandy Knudsen	white
Mark Davison	white
Jaime Renner	white
Terry Coss	white

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Maple Grove Transit Transit Commission Application Process

Transit Commission members must be a resident of the City of Maple Grove and ride the services at least three times a week on a regular basis. Historically, applicants have been primarily solicited by placing the application on the buses as a Rider Alert flyer. Federal regulations under the Civil Rights Title VI program require transit programs receiving federal funding to follow the clause below:

- *Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.*

While the City is challenged out here in Maple Grove to find relevant organizations to send applications to boost recruitment efforts for minorities, the applications will be sent to:

- Places of Worship in Maple Grove
- Northwest Hennepin Human Services Council
- Maple Grove Library
- City of Maple Grove website
- Maple Grove Patch
- Osseo-Maple Grove Press and News
- Maple Grove Community Center
- Osseo Area Schools District 279
- CROSS Food Shelf
- Housing for All
- Maple Grove Transit buses

The following language was also added to the ***attached*** application:

All individuals encouraged to apply. The City of Maple Grove is committed to a policy of nondiscrimination in relation to race, color, creed, religion, age, national origin, sex, sexual orientation, marital status, public assistance status, disability, handicap or political affiliation. Maple Grove is an Equal Opportunity/Affirmative

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September 26, 2013

Greetings;

Subject: Maple Grove Transit Commission Application

You are receiving this letter because Maple Grove Transit is seeking your assistance in helping us solicit applicants to fill a vacancy on the Maple Grove Transit Commission. To be eligible, applicants must be a resident of the City of Maple Grove and ride the transit services at least three times a week on a regular basis.

Historically, applicants have been primarily solicited by placing the application on the buses. Federal regulations under the Civil Rights Title VI program require transit programs receiving federal funding to increase efforts to encourage the participation of minorities on advisory commissions. As a result, Maple Grove Transit is sending applications to the following:

- Places of Worship in Maple Grove
- Northwest Hennepin Human Services Council
- Maple Grove Library
- City of Maple Grove website
- Maple Grove Patch
- Osseo-Maple Grove Press and News
- Maple Grove Community Center
- Osseo Area Schools District 279
- CROSS Food Shelf
- Housing for All
- Maple Grove Transit buses

Your consideration to post or publish the attached application is greatly appreciated. Applications are due by October 21, 2013. Thank you.

Sincerely,

Michael Opatz
Transit Administrator
763-494-6005

Example of Solicitation Flyer

Vacancy on Maple Grove Transit Commission Route 782 Representative

The City of Maple Grove is accepting applications for a vacancy on the Maple Grove Transit Commission representing Route 782.

The commission exists in order to provide user input into the operations and assess future transit needs. The commission typically meets the last Tuesday of January, March, May, July, September and November at 6:30 p.m. Members serve two-year terms. Commission members must be a Maple Grove resident and use the service on average three days a week.

For an application, contact the Transit Administrator at transit@maplegrovern.gov or 763-494-6005. Applications are also available at www.maplegrovetransit.org under Rider Alerts. ***Applications are due by October 21, 2013.***

All individuals are encouraged to apply. The City of Maple Grove is committed to a policy of nondiscrimination in relation to race, color, creed, religion, age, national origin, sex, sexual orientation, marital status, public assistance status, disability, handicap or political affiliation. Maple Grove is an Equal Opportunity/Affirmative Action employer.

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Sample Application

Application for Maple Grove Transit Commission – Route 782

The City of Maple Grove is accepting applications for a vacancy on the Maple Grove Transit Commission representing Route 782. The commission exists in order to provide user input into the operations and assess future transit needs. The commission typically meets the last Tuesday of January, March, May, July, September and November at 6:30 p.m. Members serve two-year terms. Commission members must be a Maple Grove resident and use the service on average three days a week. Send completed Application to Mike Opatz, Transit Administrator, City of Maple Grove, P.O. Box 1180, Maple Grove, MN 55311-6180. You may fax or e-mail your application to 763-494-6421 or transit@maplegrovern.mn.gov. If you have questions, please call 763-494-6005. ***Please submit application by October 21, 2013.***

Name _____

Address _____

Resident of Maple Grove (years) _____ Phone (home) _____

Current Bus Route/Trip# _____ How often do you ride _____ How long have you been riding _____

Name of Employer _____ Occupation _____ Phone (work) _____

Education (Please indicate highest grade completed or highest degree and major course of study) _____

Please list past and present civic activities and organizational memberships, particularly those which may be relevant to the appointment you are seeking. Use additional pages as necessary.

Briefly describe other qualifications, experience, and other information which you would like the City to consider or which you believe are particularly relevant to the appointment you are seeking. Use additional pages as necessary.

Briefly describe your primary motivation for appointment to the Transit Commission. Use additional pages as necessary.

This application will be retained for one year from date of receipt.

Date Received: _____ Date Appointed _____

Data Privacy Information - The information provided by you on this application will be used to determine your suitability for appointment to a board or commission with the City of Maple Grove and to provide you with information pertaining to your application for this committee or board. If you are selected, a list containing your name, address and telephone number(s) will be distributed to appropriate staff. Participation as a board/commission member is strictly voluntary, and you are not required by law to furnish any of the information requested on this application. If you do not furnish this information, however, we may have trouble determining your suitability for appointment, contacting you with information regarding your application and, if selected, with your duties on the board or commission. Under Minnesota State statutes, the following information about you is public: name, address and city/state/zip code, job history, education and training and work availability. Any other information collected on this application form is private data and will be accessible only to you, pertinent City of Maple Grove staff, or as provided for by Minnesota statutes.

All individuals are encouraged to apply. The City of Maple Grove is committed to a policy of nondiscrimination in relation to race, color, creed, religion, age, national origin, sex, sexual orientation, marital status, public assistance status, disability, handicap or political affiliation. Maple Grove is an Equal Opportunity/Affirmative Action employer.

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 11/26/13

Item Number: H.

Agenda Item: Date and Time of Next Meeting / Adjournment

Recommended Committee Action:

Motion made by Commission member _____, seconded by Commission member _____, to adjourn.

A. Next Scheduled Meeting:

- January 28, 2014